

Occupancy process

Prior to taking occupancy of your new home in an Evergreen Lifestyle village, we require you to meet with a member of the Evergreen Health team. Evergreen Health explains the need for an initial and review DQ98 assessments below.

Why do we do the DQ?

Residential retirement facilities resort under the Department of Social Development (DSD) in terms of governance in South Africa; mandated by the Older Persons Act, 13 of 2006 to register and monitor the implementation of minimum norms and standards; to which public, non-governmental and private sector facilities have to comply.

Evergreen Lifestyle Villages (ELV) and Evergreen Health (EH) management are involved in annual audits conducted by DSD at facilities and have to be compliant with regulations. The completion of the DQ98 assessment, developed in 1998, is prescribed in the Norms and Standards of the Older Persons Act. Aligned to this, the life right agreement stipulates that the Life Right Holder needs to complete a medical questionnaire, the results of which must be acceptable after assessment to the operator in its sole discretion.

What do we do at the DQ?

The assessment entails going to your medical doctor to complete the medical certificate, as provided by ELV, and then being interviewed by Evergreen Health for medical clearance. Once the completed medical certificate has been received, the Evergreen Health professional contacts the prospective resident to schedule a face-to-face interview. The process is seldom longer than one hour. The assessment integrates the information from the medical certificate, with information gained about the functionality and mental health care or other support needs of the individual. Criteria for independent living and any support or assistance required is documented, discussed and planned.

Who does the DQ?

A professional person at the prospective place of residence has to conduct this assessment before residents move in. In most cases the person conducting the interview is a registered professional nurse, a registered social worker or an occupational therapist.

When do we do the DQ?

The DQ98 has to be concluded before occupancy of the home, apartment or care centre. Furthermore, DQ98s have to be reviewed annually as per DSD regulations. Life Right Holders consent to medical assessments being conducted by registered healthcare practitioners appointed by ELV, as and when deemed necessary; which is annually or more frequently should there be any concerns regarding health, wellness and self-care.

The process flow is thus: The new residents go to their GP and get a **medical certificate** which is sent to ELV to schedule a → **DQ98 interview** → which is done by an Evergreen Health professional whom issues **medical clearance** → followed by a **Handover** inspection with village management of the home or apartment → The resident takes **Occupancy** of their new home → and are followed up **annually for DQ98 assessment reviews or more often if required.**

We appreciate the co-operation of residents in terms of their availability prior to occupancy in an Evergreen Lifestyle Village, for an initial interview and thereafter annually for review assessments by the Evergreen Health team members. This enables Evergreen Health to meet standards of accountability and ethical professional practice.

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